

Citizen Survey – 1999 Results!

The results of the 1999 Citizen Survey are in. The telephone survey of randomly selected city residents was conducted in February and March 1999. The survey results give both the satisfaction in each area and the relative importance of each area to overall satisfaction.

Background

Beginning in 1998, the City of Georgetown began conducting annual citizen and employee surveys. The results of these surveys are used to get valuable input into the needs, operations and priorities of the city. The City Council and staff use the results to measure the quality of city services and as input into the city's planning and budgeting processes. The survey questions were designed in 1998 using eight focus groups consisting of approximately 80 citizens.

Results

The results are again outstanding, showing that most citizens are satisfied or better with the City.

Satisfaction with City Overall

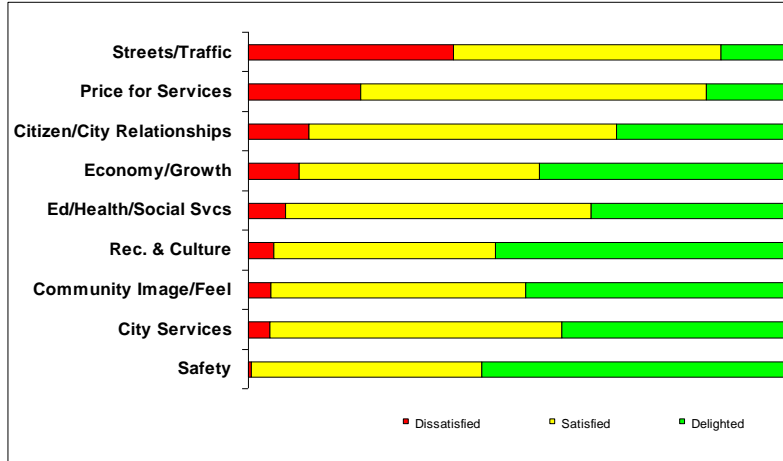
1999



City of Georgetown

The survey consists of nine areas of questions. The results of each area are shown below.

Level of Satisfaction

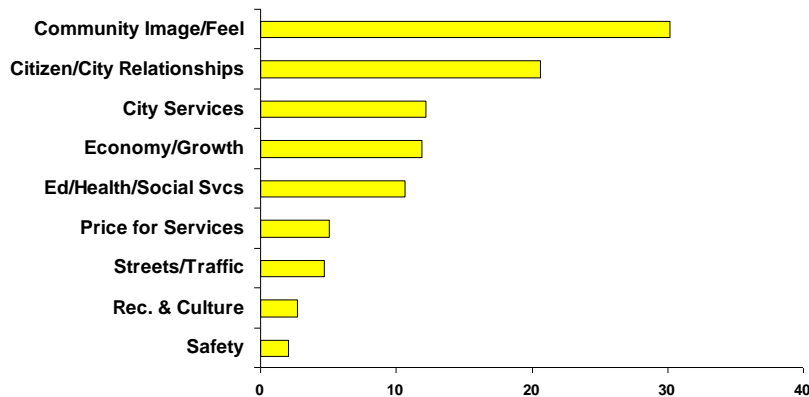


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Importance

Another significant part of the survey is the relative importance of each area. **All areas are important**, but some received a higher weighting than others. The areas in order of importance to satisfied citizens are shown below.

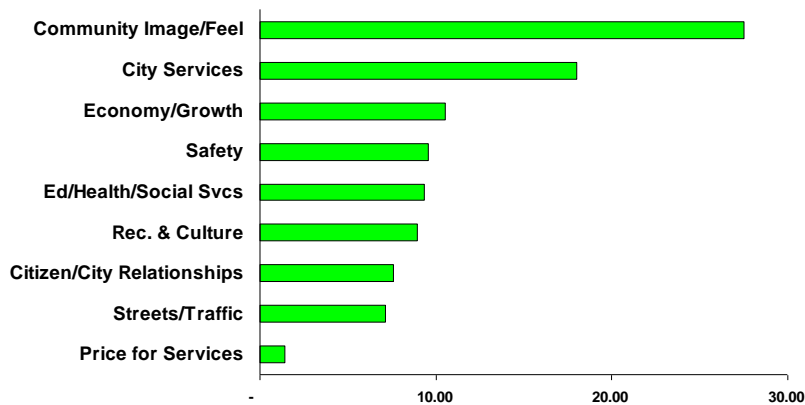
Importance - Satisfied



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Areas of most importance to delighted citizens are shown below.

Importance - Delighted



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How the Results Are Used

The results were presented to the City Council at its April 27, 1999 meeting. These results are part of the information used by Council at its annual budget retreat held June 10 through 12. City Council and staff use these results to measure the effectiveness of programs and services. The on going use of these results will help us know where improvements are needed and how best to allocate staff time and city dollars to meet our citizens' expectations.

Additional Information

The survey results provide satisfaction by each of 54 questions categorized in the nine areas shown above. The results are also sorted by length of residency and area of Georgetown.

The City gives a special thanks to the more than 400 citizens who took the time to respond to the survey.

For more information on the survey results, please contact Susan Morgan, Director of Finance & Administration, at 930-3676.